



CYCA Fundraising Complaints Policy

CYCA are committed to fundraising in a way that is legal, open, honest and respectful.

- People who support us and the wider public know how to make a fundraising complaint and can do so easily
- Those making a fundraising complaint know that it will be dealt with sensitively, honestly and fairly
- Fundraising Complaints are dealt with in a timely and efficient manner
- Fundraising Complaints are reviewed regularly

Complaints regarding fundraising can be made:

- By email: support@cycaonline.org
- By telephone: 01554 776178
- By letter: The Palms, 96A Queen Victoria Road, Llanelli, SA15 2TH

Fundraising Complaints Procedure

Stage 1

- All complaints will be acknowledged within three working days of receipt
- The Fundraising Officer will investigate the complaint at Stage 1
- We will inform you of the name of the person who will be investigating your complaint
- We aim to resolve most complaints within ten working days of receipt, but some more complex issues may require further investigation. We will keep you informed of progress and not take more than 28 days of receipt of the complaint to advise you of the findings and outcome of the investigation at Stage 1

Stage 2

- If you are not satisfied with the response you have received, the complaint can be referred to the CEO at Stage 2. The CEO will aim to resolve your complaint within 14 working days

Stage 3

- If you remain dissatisfied, then the 3rd and final stage of appeal sits with the Board of Trustees

Fundraising regulator

- If you are not satisfied with the final response you have received from us, then you have the opportunity to refer your complaint to The Fundraising Regulator within two months of our response

Fundraising Regulator, 2nd Floor CAN Mezzanine Building, 49-51 East Road,
London N1 6AH Tel 0300 999 3407